

Department of Auditor-Controller 2012 Strategic Plan

Mission Statement

Provide the County with expert advice and leadership in business and financial practices to promote integrity, accountability, compliance and innovation.

Vision Statement

Inspire and elevate public trust in County government by safeguarding the County's financial integrity, advocating and implementing best practices, and ensuring compliance with mandates and fiduciary responsibilities.

Values

The Values describe the basic behaviors, attributes, principles and beliefs that guide the Auditor-Controller team. The following values are the foundation of our staff's attitudes toward their work, their mission and their working relationships:

- Service to the Public
- Respect for the Law
- Personal and Professional Integrity
- Ethical Behavior
- Professional Excellence
- Innovative Thinking
- Unified, Strong and Diverse Workforce

Goals and Strategies

Goal #1: Fiscal Leadership: Develop and advocate policies, standards and practices that promote improved countywide fiscal management.

Strategy #1: Communication of Policy and Practices -- Evaluate and communicate to departments new developments and changes that impact the County's fiscal practices and policies.

Strategy #2: Effective Fiscal Practices -- Collaborate with County departments to standardize, enhance, and promote effective fiscal practices.

Strategy #3: Departmental Training -- Provide training to County departments on fiscal, accounting, compliance, fraud awareness, record safekeeping, and internal controls to improve and promote sound business practices.

Goal #2: Customer Service: Provide efficient and timely services that anticipate customer needs and exceed customer expectations.

Strategy #1: Communication with Customers -- Improve communication with our customers.

Strategy #2: High Quality Services -- Develop innovative solutions to address customer needs through continuous training, outreach and reassessment of stakeholder needs.

Strategy #3: Timely Service -- Provide timely support to customers in anticipation of their needs and in response to their requests.

Strategy #4: Knowledgeable Staff -- Use resourceful approaches, in collaboration with all stakeholders, to develop responsive solutions.

Goal #3: Fiscal Integrity: Promote Countywide fiscal integrity by ensuring procedural, contractual, and legal compliance, and safeguarding of County assets.

Strategy #1: Standardized Fiscal Policies and Practices -- Promulgate standardized fiscal policies, procedures, and best practices to the County and its business partners.

Strategy #2: Fiscal Compliance -- Develop and implement an annual risk-based audit and contract monitoring programs and other measures to ensure departments and County business partners comply with relevant fiscal policies/procedures, regulations, and laws, and minimize the risk of fraud.

Strategy #3: Security of Assets -- Develop and implement a comprehensive security infrastructure to safeguard the County's enterprise-wide data, assets, and reputation.

Goal #4: Operational Excellence: Promote operational effectiveness and the efficient use of resources through training, innovation and best practices.

Strategy #1: Staff Development -- Promote a comprehensive understanding of information technology applications supporting the County's critical business functions.

Strategy #2: Recruit, Retain, and Develop High Quality Staff -- Attract, select, develop, and retain high quality staff.

Strategy #3: Organizational Development -- Improve internal efficiency by continually analyzing potential restructuring/realignment.

Strategy #4: Productivity and Process Improvement -- Improve productivity by replacing labor-intensive processes through technological, procedural, and/or workflow innovation enhancement.

Strategy #5: Communications -- Promote clear, consistent, and timely communications with Board Offices, departments, customers, and staff.

Goal #5: Technology Innovation: Advance the efficient use and delivery of resources through innovative, efficient and environmentally friendly technology solutions.

Strategy #1: Management of Data -- Improve the management, storage, and retention of data resources.

Strategy #2: Use of Data -- Improve County operations and ensure compliance to policies and procedures through the implementation of more efficient and effective methods to utilize data.

Strategy #3: Data Access -- Improve access to and availability of information through use of technology.

Strategy #4: *Improved Communication and Training* -- Improve the understanding of County business procedures through innovative use of technology.

Strategy #5: *Business Process Improvement* -- Improve County business process in a more efficient and effective manner by leveraging the use of technology.